

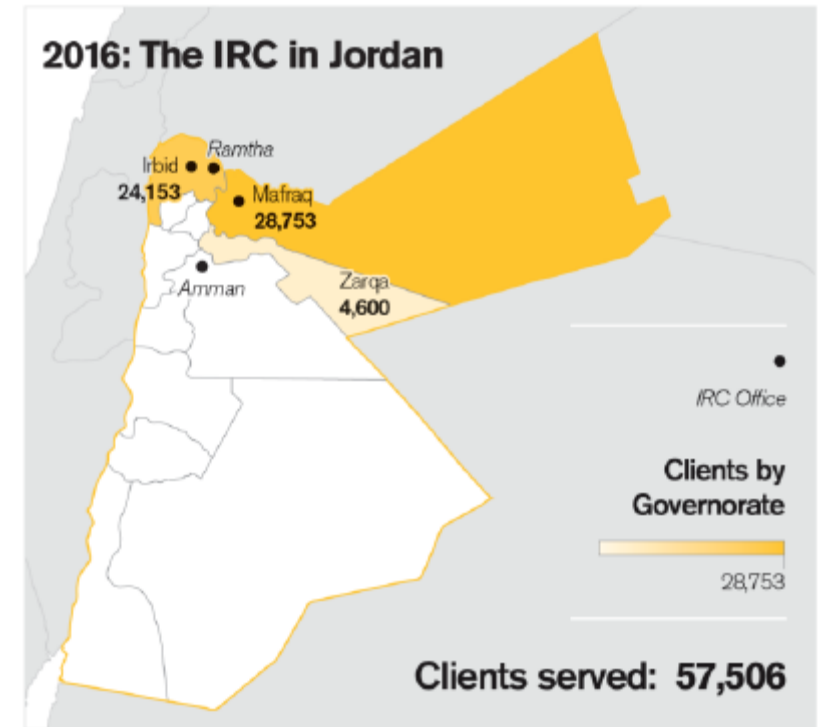
IRC in Jordan

Current Programming:

- Health, women's protection and empowerment, and child protection
- **Economic wellbeing programs include:**
 - Cash assistance
 - Cash for work
 - Apprenticeships
 - Employability and life skills training
 - Entrepreneurship training and business grants
 - Urban agriculture training

Million Jobs Initiative:

- Established in response to the Supporting Syria and the Region Conference in February 2016
- Goal to develop long-term solutions to generate employment for displaced populations quickly and at scale
- Starting with Jordan, with an eye towards replication globally
- Engaging with government and private sector stakeholders
- Testing innovative solutions outside and alongside IRC's regular program scope



IRC Business Process Outsourcing Rapid Prototype

Objective:

- In partnership with Western Union, conduct a quick, small-scale testing of outsourced tasks to refugees and Jordanians
- Use this prototype to learn about the feasibility in matching participants' skills with a multilateral company's demand

Participant Recruitment:

- Conducted through IRC's existing programs
- 17 total participants (9 women, 8 men; 12 Jordanian, 5 refugees)
- Sought participants with basic computer skills

Tasks:

- Collation of translations
- Website audit
- Website data verification
- Stock Photo Shoot
- Video "how-to" course – partnership with Udemy



Photo taken during Stock Photo Shoot task

IRC Business Process Outsourcing Rapid Prototype

Key Learnings:

- Participants requested more training and continued support
- Technological difficulties were common
- Good skills set and motivation for BPO tasks
- Participants need access to computers, internet, or other required equipment (cameras)
- Language skills were sometimes a barrier for task completion
- Participants enjoyed doing the work and were interested in pursuing further opportunities

Considerations for Further Piloting:

- Securing demand from partner companies is critical
- Comprehensive training, orientation to tasks, and support during task implementation is necessary
- Any pilot or work on impact sourcing would require an intermediary organization to manage matching participants and companies
- Future piloting should include realistic, and perhaps more generous, time limitations for task completion
- Understanding the legal policy framework for refugees to participate in freelance work is crucial to the feasibility of this sector



Safa'a (left) created a course on how to fix a sink for Udemy